



Name: Carol Kershaw

Job Title/Classification: Realty Specialist (GS-1170-13)

Org. Code/Name: AZ-931, Lands and Realty Program Lead, Arizona State Office

Telephone Number: 602-417-9235

Past Experience:

Five years administrative experience in Pinedale, WY
Attended Basic Lands Training (3.5 month training course in Phoenix, AZ Jan-May 1984)
Have worked as Field Office Realty Specialist in Green River Resource Area, Rock Springs District, WY; Battle Mountain Field Office, Battle Mountain District, NV; District Realty Specialist, Phoenix District, AZ; Realty Specialist and Supervisor of Public Room/Adjudicative Staff and Lands Training Coordinator, Lower Gila Resource Area, AZ; and Lead Realty Specialist, Phoenix Resource Area, AZ;
AZ State Office Realty Specialist and Program Lead for Lands and Realty Program since October 1995

Why you applied for the PM Training:

Developing and delivering training courses for realty specialists at the National Training Center required project management skills. Although I had received no formal training, I learned to incorporate many of the concepts taught in the PM training to accomplish this work. However, had I been formally trained, the job would have been much easier. Virtually every aspect of a Realty Specialist's job requires PM skills, either on a large or small scale. As the State Office Lands and Realty Program Lead, a significant part of my responsibilities is to find ways of helping the Field Offices accomplish the tremendous amount of work that needs to get done with very limited staffing capability. Arizona is currently facing a tremendous increase in major rights-of-way actions that affect multiple states, including crossing the border into Mexico. Typically, these actions require tremendous organizational skills to ensure that they are completed efficiently and often within extremely short time frames. I felt that the Project Management training would help me help the field offices find better, more efficient ways to accomplish this work.

How would you rate the quality and content of the training you received?

The content and quality of the training delivered by ESI, as well as the quality of the instructors, was excellent.

How do you anticipate using your new skills?

Although the specific training focused on IT Project Management, the concepts of project management can be applied to virtually any task that one has to accomplish. I intend on incorporating the basic concepts of project management into my day-to-day operations. In addition, I plan to develop a basic "tool kit" that can be distributed to Field Office realty specialists to assist them in managing these major rights-of-way actions. I also intend on holding workshops as needed to encourage and train field staff to use the concepts of project management in their day-to-day operations.